Web-Based Employee Technical Time System (WebETS) –
Privacy Impact Assessment (PIA)

PIA Approval Date: November 23, 2009

System Overview

The Tax Exempt and Government Entities (TE/GE) Division of the Internal Revenue Service (IRS) uses a time reporting system to track the use of its resources in meeting stated business objectives. As work plan data is developed at the executive level, each division of TE/GE uses this data to monitor the effective use of its resources against the stated objectives in that work plan. Through a myriad of codes used to define particular activities, the employees report on a monthly basis how their time for that period was spent by reporting hours expended for each activity defined in the work plan data. The WebETS system provides TE/GE employees a web-based application to establish cases, maintain their inventory, and report their time as it is applied. TE/GE employees have an account log in and password, and are able to maintain their inventory and perform data entry to record time as it applies to each case/activity. This system also houses the business unit's work plan data to enable resource management and provide the basis for reports generated. All reports produced by WebETS are internal management reports within TE/GE.

Systems of Records Notice (SORN):

- Treasury/IRS 00.001--Correspondence Files (including Stakeholder Relationship files) and Correspondence Control Files
- Treasury/IRS 34.037--IRS Audit Trail and Security Records System
- Treasury/IRS 50.222--Tax Exempt/Government Entities (TE/GE) Case Management Records

Data in the System

1. Describe the information (data elements and fields) available in the system in the following categories:

    A. Taxpayer:
- Taxpayer Identification Number (TIN)
- Year and type of return
- Plan name (Where applicable)
- Plan number (Where applicable)
- Organization Name

    B. Employee:
- Name
- Grade
- Standard Employee Identifier (SEID)
- Employee group code
- Manager
- Leave (amount of leave taken by the employee)
- Email address
- Time charges

    C. Audit Trail Information:
- Date time stamp (e.g., date and time of the event);
- Unique identifier (e.g., username, SEID,
- Application name, or application initiating the event);

- Type of event;
- Origin of the request (e.g., terminal ID) for identification/authentication of events;
- Name of object introduced, accessed, or deleted from a user's address space;
- Role of user when creating the event; and
- Success/Failure of the event

2. Describe/identify which data elements are obtained from files, databases, individuals, or any other sources.

A. IRS – Employee data will be drawn from the IRS Corporate Authoritative Directory Service (CADS) to include the following:
- Name
- Employee group code
- Manager (name of an individual)

B. Taxpayer – Not Applicable

C. Employee – Supplies any data not available via CADS.
- Leave
- Email address
- All time charges

D. Other Third Party Sources – Taxpayer data comes from a WebETS employee's assigned inventory.

3. Is each data item required for the business purpose of the system? Explain.
Yes. This is a technical time reporting system used by field agents to report the time they spend on all cases as well as non-case time. Each activity will be represented by an activity, and project code. Reports generated by this system will enable resource management for each business unit within TE/GE in relation to stated business objectives.

4. How will each data item be verified for accuracy, timeliness, and completeness?
There are field level checks for all input fields of the web interface. The input validation parameters limit the type of input and enforce input for required fields.

Another method used to ensure input accuracy is through the use of drop down lists. In these cases the specific selections automatically populate related data fields.

5. Is there another source for the data? Explain how that source is or is not used.
No. There are no other sources of data.

6. Generally, how will data be retrieved by the user?
Users are identified and authenticated for access to the network via SEID and password. Access to the WebETS application is based on cached user credentials from the network domain logon session and domain group memberships. Access level is based on domain group membership. Data is retrieved via the WebETS interface. Permission levels for each user are in place. The users can access their own information; managers can review that information via their time approval screen in WebETS. Monthly division level data extracts are prepared and provided to business unit management. Any other data to be retrieved needs to go through the Database Administrator (DBA).

7. Is the data retrievable by a personal identifier such as name, SSN, or other unique identifier?
No. Once authenticated to the system, the user is presented a menu to choose "Time Entry" or "Case Quick View" from which they can enter project time or view an inventory of their cases. There are no search fields within WebETS to retrieve data by identifier.

Access to the Data

8. Who will have access to the data in the system (Users, Managers, System Administrators, Developers, Others)?
Access to WebETS is controlled via domain group membership. There are currently 10 domain groups of which users can be a member as described in the SSP. Ninety percent of all system users are in the Level 1 domain group.

- **Level 1 Users**- Level 1 Users have general end user access to their own account and the Form 6490 report only; users can set up an inventory of open items and insert time.
- **Level 2 Manager**- First level manager with access to their own account as well as that of users who have identified them as their manager.
- **Level 3 Senior Manager**- Second level manager with access to their own account as well as Level 2 Managers who have identified them as their manager AND group reports for all groups of those Level 2 managers.
- **Business Systems Planning (BSP) Admin**- Admin users from each BU for review and approval of work plan data submissions from the Web Services Employee Portal (WSEP) WebETS Business Unit (BU) Admin users from each BU.
- **Web Admin**- Full access to the application in an administrative role.

Contractors have access to test data as a Web Administrator. They do not have access to the live system, and can't access taxpayer information. The contractor has a Minimum Background Investigation (MBI) clearance level.

9. How is access to the data by a user determined and by whom?
IRS personnel can obtain access to WebETS by completing and submitting an Online Form 5081 (OL5081) request. Upon successful completion of the process a user has an IRS system account, but can only access WebETS if they are designated as an authorized user of the system.

Users are assigned to the appropriate access level as granted by the Web Admin. The Web Admin is responsible for maintenance and upkeep of user access level permissions.

10. Do other IRS systems provide, receive, or share data in the system? If YES, list the system(s) and describe which data is shared.
Yes. **CADS** is a look-up that is performed when a user who is in an authorized domain group (BSP Admin, Web Admin, etc.) accesses the "Add New User" screen and enters the new user's SEID. They then click a button titled "Get User's Info" which activates the look up to CADS and the screen refreshes with the name, grade, email address and manager that matches the SEID requested. This is the only visible interaction through the user interface that is performed by CADS.

11. Have the IRS systems described in Item 10 received an approved Security Certification and Privacy Impact Assessment?
No, CADS is not required to have an approved Security certification or Privacy Impact Assessment.

12. Will other agencies provide, receive, or share data in any form with this system?
No. There are no other agencies that provide receive, or share data with WebETS.

Administrative Controls of Data

13. What are the procedures for eliminating the data at the end of the retention period?
The IRS retains audit log data, along with other system-specific records, as specified by a system records retention schedule for the system in question. A request for records disposition approval for WebETS has been drafted with the assistance of the IRS Records and Information Management (RIM) Program Office, and submitted to the National Archives and Records Administration (NARA) for approval. Upon approval, disposition instructions for WebETS inputs, system data, outputs, and system documentation will be published under IRM 1.15.24 *Records Control Schedule for Tax Administration - Tax Exempt and Government Entities,* item 89. Per the new IRM item, disposition of data in the system will be 7 years after cut-off (cut-off being defined as the end of the fiscal year).

Audit logs may be retained up to seven (7) years, per IRM 1.15. IRM 1.15 has precedence over this IRM for systems covered by IRM 1.15.

14. Will this system use technology in a new way?
No. This system does not use technology in a new way.

15. Will this system be used to identify or locate individuals or groups? If so, describe the business purpose for this capability.
No. This system does not identify or locate individuals or groups.

16. Will this system provide the capability to monitor individuals or groups? If yes, describe the business purpose for this capability and the controls established to prevent unauthorized monitoring.
Yes. WebETS can look at group levels or individual time of employees. To evaluate the effective use of an employee's time a manager can use the tool to monitor time records. A manager can print out a copy of a user's time to review or question any input.

17. Can use of the system allow IRS to treat taxpayers, employees, or others, differently?
No. WebETS is a method to track time spent on activities and/or returns that have already been classified and assigned for examination.

18. Does the system ensure "due process" by allowing affected parties to respond to any negative determination, prior to final action?
Not Applicable. WebETS does not make any negative determinations.

19. If the system is web-based, does it use persistent cookies or other tracking devices to identify web visitors?
No. The system does not use persistent cookies. The system uses session cookies based values to monitor active log-ins and expire an active log-in after twenty minutes of inactivity. At log-out all session information is abandoned.

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